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CONFIRMATION NO. 5754

<b>SERIAL NUMBER</b> 10/649,452	<b>FILING OR 371(c) DATE</b> 08/25/2003 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2614	<b>ATTORNEY DOCKET NO.</b> 062891.1123	
<b>APPLICANTS</b> Shmuel Shaffer, Palo Alto, CA; Shantanu Sarkar, San Jose, CA; Labhesh Patel, Mountain View, CA; Joseph F. Khouri, San Jose, CA;					
<b>** CONTINUING DATA *****</b> None RDT					
<b>** FOREIGN APPLICATIONS *****</b> None RDT					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 11/18/2003					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged		STATE OR COUNTRY CA	SHEETS DRAWING 2	TOTAL CLAIMS 37	INDEPENDENT CLAIMS 5
<b>ADDRESS</b> 05073					
<b>TITLE</b> Method and system for managing calls of an automatic call distributor					
<b>FILING FEE RECEIVED</b> 1224	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		